



Phone: 0800 585 360

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Housing Team Leader (Lettings) **Fixed Term Contract – Six Months**

Recruitment Pack

Homes in Somerset, Bridgwater House, King Square, TA6 3AR





Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

As Housing Team Leader (Lettings), you will play a key role in leading a dedicated team to deliver a high-quality, customer-focused lettings service, including estate and tenancy management where allocated, to support the wider Housing Team to achieve shared priorities. This is an exciting opportunity to help shape positive outcomes for our customers and communities, ensuring homes are allocated efficiently, services are delivered effectively, and our values are reflected in everything we do.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications

About Homes in Somerset

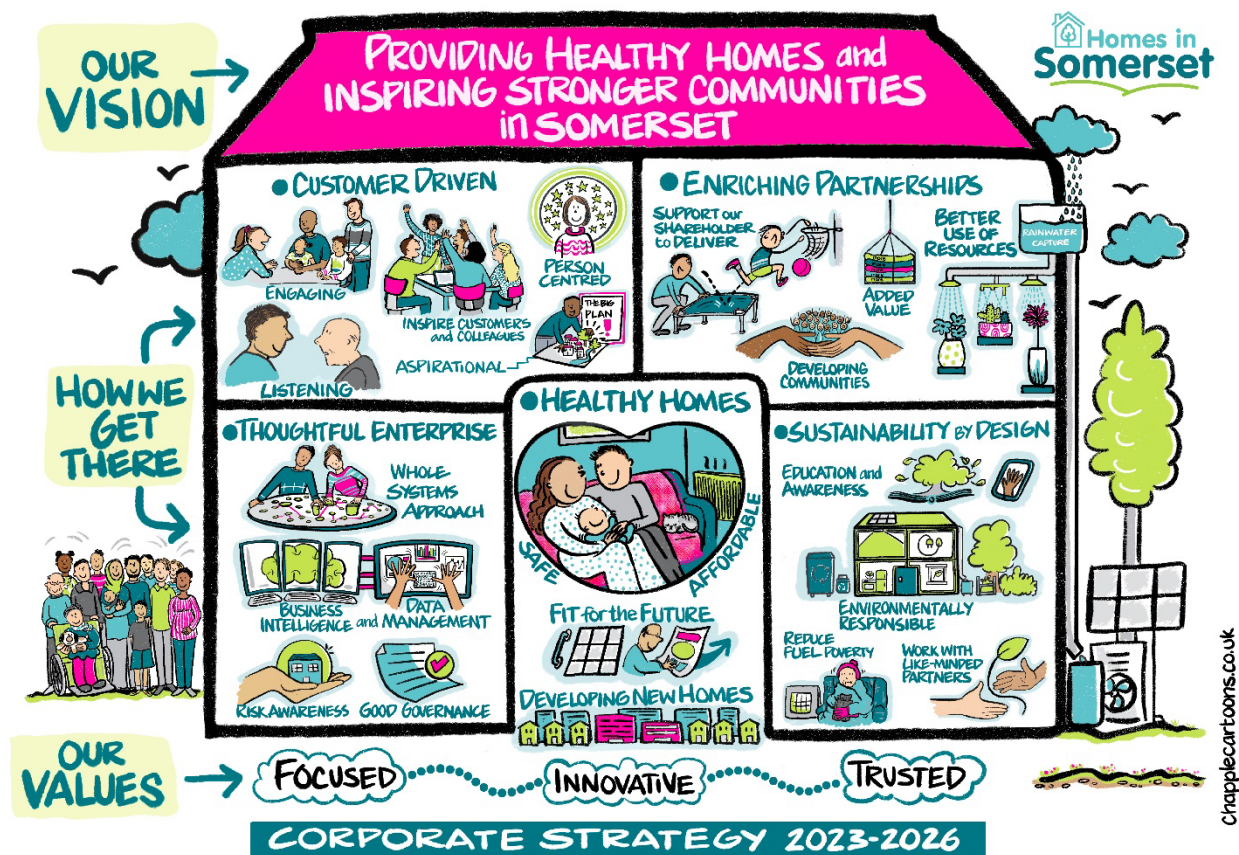
Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to provide safe, affordable, healthy homes for the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards five core strategic themes.

Our current strategy



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title: Housing Team Leader (Lettings)
Contract Type: Fixed Term Contract – Six months
Salary: £40,777 to £44,075 depending on experience
Annual Leave: 27 Days

Role Purpose

You will:

- Manage an allocated workload across Somerset (particularly Sedgemoor and Taunton) and deliver a range of proactive services that respond to the needs and aspirations of our customers.
- Report to the Housing Manager and work with other Team Leaders to deliver services for your specialist area of responsibility including anti-social behaviour, letting empty homes, income management and customer engagement and involvement.
- Work with team members and other teams to deliver a customer-focused service which minimises void loss and maximises income.
- Be flexible in your ability to work from home, the office and to carry out home visits in line with Homes in Somerset (HiS) policy, legislation, and current risk assessments.

Key Responsibilities

You will:

- Lead your team and manage the coordination and delivery of effective estate and tenancy management, identifying and resolving any problems likely to interfere with the ability of customers to enjoy their homes and surrounding environment.
- Ensure homes are allocated and tenancies managed within your designated neighbourhood, ensuring all tenancy and leasehold matters, and estate management is compliant with legislation and regulation and Homes in Somerset's (HiS) policies and standard operating procedures.
- Support recruitment and manage your team
- Operate the Performance Management Framework and ensure that all staff are committed to delivering services that meet performance targets. Carry out and record regular 121's and Performance Development Reviews and hold regular team meetings.

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- Take responsibility for identifying training needs, updating knowledge of changes in legislation, best practice, and other developments
- Take effective action that addresses performance or service quality failures adhering to Homes in Somerset's service standards
- Be responsible for the welfare of your team, including the management of sickness absence
- Work in partnership with a range of colleagues and stakeholders, e.g., internal departments, Somerset Council (SC), social services, Police, Councillors, other housing organisations to maximise service quality, support communities, and put customers first.
- Work collaboratively with all other staff teams across the business supporting them in their work and provide cover and guidance, as necessary
- Ensure information is communicated to individuals and the team, and the business in general, in a timely and accurate manner.
- Promote the actions and outcomes of the team and wider working partnerships
- Ensure safe working practices and adequate systems are in place.
- Identify, control, and manage risks associated with service area
- Produce and report accurate performance data enabling your service to be managed.
- Take effective and proactive action to manage your designated neighbourhoods and support your colleagues to deliver the same.

What do I need to be successful?

You will:

- Deliver high standards of customer service and performance in a housing, neighbourhood management or customer-service related field.
- Be able to demonstrate a sound knowledge of housing management, housing law and best practice relating to neighbourhood and tenancy management, or a similar framework.
- Have the skills and knowledge to manage a caseload of work that responds to the needs and aspirations of customers.
- Can apply your skills to motivate, support, influence and organise work to deliver high quality services.
- Adhere to information security including General Data Protection Regulations (GDPR)
- Have well-developed communication and interpersonal skills
- Demonstrate effective problem-solving skills

- Have good knowledge of housing management and reporting systems, or similar, and an ability to analyse and interpret information to support service delivery.
- Ability to produce reports and other written work in accordance with HIS corporate communications guidelines, at the agreed standard and on time. Agreed standards may include:
 - Good knowledge of Microsoft Office, including spreadsheets and emails.
 - GCSE level A-C in English and Maths, or equivalent
 - You may have a university degree or appropriate housing qualification
 - You may be a Member of the Chartered Institute of Housing

How will I evidence my success?

You will:

- Display and demonstrate behaviours that reflect our Values and put Customers First.
- Performance-manage and develop your team and ensure they evidence behaviour that reflects our values and put Customers First.
- Successfully meet agreed key performance indicators.
- Develop positive and productive working relationships both internally and externally with relevant colleagues and other stakeholders.
- Successfully meet the KPIs (Key Performance Indicators) and objectives agreed for you and your team; Meet or exceed targets regarding all aspects of neighbourhood management performance including letting new homes, management of anti-social behaviour and delivering estate-based services.
- Work with partners, customers, and other stakeholders to develop tenancy management services and leasehold services which achieve the most positive outcomes possible.
- Support Community Enablers to deliver neighbourhood and community events which focus on customer needs, expectations, and aspirations.
- Monitor service delivery to ensure contracted neighbourhood services meet customer needs.
- Be familiar with budgets for each service area and assist in the delivery of services always ensuring value for money.
- Support the production of reports, policies, procedures, and other appropriate documents that ensures the effective delivery of services
- Take a proactive approach in team meetings, at 121's and appraisals.
- Identify, support, and report the management of risk and health and safety associated with your service area.

What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 17.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- Access to discounts for sport, leisure, and entertainment activities.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Tuesday, 16 June 2026
Closing date	Sunday, 28 June 2026
Shortlisting	Monday, 29 June 2026
Formal interviews	Thursday, 9 July 2026

How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsomerset.org) (www.homesinsomerset.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 28 June, at midnight.**